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Revised

**CITY OF RIVERSIDE**  
**HUMAN RESOURCES DEPARTMENT**  
**CLASSIFICATION SPECIFICATION**

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**TITLE: BUSINESS SYSTEMS SUPPORT ANALYST**

**DEFINITION**

Under general supervision, to perform a variety of professional, technical, and analytical duties in the areas of systems analysis and testing, system troubleshooting and business policies and procedures review; to assist in the implementation of complex computer systems for the Public Utilities Department; to provide user support and to assist in additional system module implementation including vendor upgrades; to provide highly responsible assistance to higher level management staff; and to perform related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This is the professional level classification in the Business System Support Series. This class is distinguished from the Business System Support Technician by the increased difficulty and complexity of work performed and by the greater degree of independent judgment exercised and lesser degree of supervision received. Incumbents in this class perform complex technical and professional work and have a more significant role than incumbents in the lower level class in the development of system generated reports, system analysis, problem identification, and the recommendation/ implementation of solutions. Incumbents in this class may have lead responsibility on a project basis over lesser skilled staff.

**REPORTS TO:** Business System Support Manager, or other management staff as assigned.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Business Systems Support Manager or other management staff as assigned; may provide lead or technical direction on a project basis to Business Systems Support Technicians, and/or system users.

**EXAMPLES OF DUTIES**

Typical duties may include, but are not limited to, the following:

- Perform complex system testing, user documentation, and implementation of added systems features.
- Perform system analysis for large and complex projects; test and recommend system solutions.
- Communicate with, and provide highly responsible support to, system users.
- Perform procedural audits on business systems of large scope and complexity; identify areas to be considered for improved efficiency.
- Analyze and troubleshoot complex system problems/solutions.
- Define and conduct necessary advanced user system training.
- Prepare and design complex and technical system generated reports.

**QUALIFICATIONS**

**Knowledge of:**

- Customer information, accounting, work order systems.
- Sound business and finance policies and procedures.

- Principles of computer systems and procedures.
- Principles of internal control.
- Modern database applications, including financial, word processing, statistical, database, graphics and spreadsheets.
- Integrated computer systems.

**Ability to:**

- Develop and design effective system generated reports.
- Prepare detailed analysis of processes and procedures.
- Troubleshoot system problems and recommend solutions.
- Perform operational analysis of procedures.
- Develop procedures and training materials.
- Develop and execute sound functional testing procedures.
- Communicate effectively orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Perform and meet tight deadlines.
- Recommend system and procedural solutions.

**Education and Experience:**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's degree from an accredited college or university with major work in business administration, finance, or closely related field. Up to two years of additional qualifying experience may substitute for the required education.

Experience: A range of two to three years of responsible experience in automated system implementation including the areas of customer service, billing, financial analysis and development of policies and procedures.

**MEDICAL CATEGORY:** Group 1

**NECESSARY SPECIAL REQUIREMENT**

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

**CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Business Systems Support Analyst

**TO:** Senior Business Systems Support Analyst